

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2018/2019

BTD3114 – TRAINING AND DEVELOPMENT

(All Sections/Groups)

6 MARCH 2019

2.30 p.m. – 4.30 p.m.

(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Questions paper consists of 1 page excluding the cover page.
2. Answer **ALL** questions.
3. Please write your answers in the Answer Booklet provided.

Answer ALL questions. Total marks are 100.

QUESTION 1

Discuss in detail the following forces that influence working and learning:

- a) Economic cycles.
- b) Globalization.
- c) Changing demographics and diversity of the work force.

(25 marks)

QUESTION 2

- a) Needs assessment is the first step in the instructional design process. Define needs assessment.

(3 marks)

- b) Why is needs assessment necessary? Explain.

(10 marks)

- c) Describe at least **four (4)** outcomes of the needs assessment process.

(12 marks)

QUESTION 3

There are two theories that relate to how people learn, namely **Social Learning Theory** and **Adult Learning Theory**. Define and discuss these two theories.

(25 marks)

QUESTION 4

- a) Why training programs should be evaluated? Discuss.

(13 marks)

- b) A few designs can be used to evaluate training programmes. Describe the following evaluation designs:

- 1. posttest only design
- 2. pretest/posttest design
- 3. pretest/posttest with comparison group design

(12 marks)

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